

Medicaid Waiver Management Application (MWMA)

Project Communication: Changes in R5

The Medicaid Waiver Management Application (MWMA) was launched on April 17, 2015. It is a secure web based system that streamlines and implements person-centric service models, managing the intake, eligibility enrollment and ongoing management of over 21,000 individuals enrolled in the six Medicaid Long Term Support Service Waiver programs. MWMA is based on the concepts of “no wrong door”, creating a centralized system to replace paper processes through automation, to integrate with the Medicaid Management Information System (MMIS), and to provide monitoring and management controls to CHFS.

Since initial go-live, 1,382 users from over 172 Case Management Agencies are using MWMA, and they have transitioned nearly 96% of the Individuals to MWMA. With Release 5 of benefind on February 29th, additional capabilities are being added to MWMA to provide case managers with new and enhanced functionality.

The table below highlights current functionality available in MWMA as well as the new functionality available starting on February 29th with the implementation of Release 5.

| Module | Current Functionality | Changes starting Feb 29 th |
|-------------------------------------|---|--|
| Intake/Screening Application | Intake/Screening Application allows the capture of waiver specific information. The Individual/Authorized Representative need to apply separately for Medicaid. | The Intake/Screening application now includes questions for both Medicaid (financial assistance) and Waiver. This streamlines the application process and optimizes access to services. |
| Intake/Screening Application | Only Case Management Agencies are able to complete intake/screening applications on behalf of the Individual. | The Intake/screening applications now able to be submitted by both the Direct Service Providers and Individuals/Authorized Representatives (self service). |
| Intake/Screening Application | Any follow-up needed on the application (e.g., missing information in application) is sent to the Application Initiator from the Case Management Agency. | <p>Follow-ups are no longer sent to the associated Application Initiator. All follow-ups are now sent directly to the Individual/Authorized Representative, and they are responsible for submitting the required information.</p> <p>A Request for Information (RFI) letter is sent directly to the Individual/Authorized Representative when additional documents are required. These documents are able to be uploaded via the system or mailed to the Mail Room (address is provided on the RFI).</p> |

| Module | Current Functionality | Changes starting Feb 29 th |
|-------------------------------------|--|--|
| Intake/Screening Application | All required documents must be uploaded before the Intake/Screening application is able to be submitted. | Uploading of documents is not a requirement for application submission. However, all required documents <i>MUST</i> be submitted in order for the Application to be reviewed further per policy. |
| Plan of Care | PDS/CDO Employee information is typed into the Plan of Care in the appropriate section. | PDS/CDO Employee information is typed into the Service Comments box to send to QIO for review. |

Table: New functionality available in MWMA starting February 29th 2016

In addition to the enhancements in the modules above, the following new capabilities are included with the February 29th release:

- Direct Service Providers now have access to the system and are able to view information about the Individuals for whom they received prior authorization to provide services in MWMA.
- Incident Reporting and Management capabilities have been added to the system, transitioning completely away from paper Incident Reports and allowing incidents to be typed and sent to the appropriate reviewers directly within MWMA. Based on information provided in the Incident Report, the appropriate classification is automatically determined. Tasks are created for the appropriate user to complete any necessary follow-up for all Incidents entered. Please note that the Plan of Care *must* be entered electronically in MWMA before Incidents are able to be submitted electronically.

Important Reminders

New MWMA Training Materials Now Available: Training materials covering both revised and new system functionality are now available on the [MWMA Training Portal](#). Materials include the MWMA User Guide, job aids, tip sheets and the web-based training courses. As a reminder, individuals must be registered TRIS users to access the training portal. Access to the Training Portal can be requested by sending your name and email address to the MWMA mailbox at MedicaidPartnerPortal.info@ky.gov.

Assistance with MWMA: If you are encountering technical issues, system error messages, or has general questions about MWMA, please contact the MWMA/Partner Portal Contact Center. Representatives are available Monday-Friday from 8 a.m. to 5 p.m. Eastern Time and can be reached at 1-800-635-2570. (After the DMS welcome message plays, press "1", "6" and "2" to be transferred directly to the MWMA Contact Center.) The Contact Center can also be reached at wcm_implementation@ky.gov.